Stage door Receptionist

Reporting to- Stage door supervisor

Department –Stage door

**Contract Type- Permanent, Part time**

**Principle purpose of the role**

Responsible for all work in connection to daily operation of the company reception area.

Work with Stage door supervisor to ensure the safe, efficient and effective operation and maintenance of Lighthouse’s facilities and equipment, including the security of the building.

To ensure the highest levels of customer service are delivered to both internal and external customers backstage.

**Planning and delivery**

* Responsible for welcoming and ensuring excellent service to all staff and visitors to the building.
* Operation of the telephone switchboard ensuring that all calls are answered professionally and handled efficiently.
* Assist in the planning and execution of events and actively manage the artists dressing room areas and its resources.
* Deal constructively and promptly with any complaints or issues from visitors, customers, or staff, reporting any problems to the stage door supervisor and/or duty manager.
* To process all incoming and outgoing post accurately and to time.
* Maintain and manage accurate records of all systems and checks carried out by the department and any other reports that may be required.
* Responsible for checking and securing backstage areas at the end of the day.

**Communication**

* Attend regular team briefings.
* Communication with Stage door supervisor regarding the operation of stage door services.

**Finance**

* To work within agreed budgets defined by Stage door supervisor and according to financial regulations.

**Health and Safety**

* Adhere to health and safety legislation and Lighthouse’s policies and procedures.
* Ensure the safety of all customers and visitors by operating and maintaining the fire, CCTV and intruder alarm systems effectively.
* To minimise the Trust’s environmental impact wherever possible adhering to and supporting its Sustainability Policy. To include recycling, switching off lights, computers and equipment when not in use. Helping to reduce paper waste by minimising printing/copying, reducing water usage and reporting faults and heating/cooling concerns promptly.

**Training**

* Take responsibility for their own training and development, including attending and completing relevant induction and mandatory training. Core Training will cover Online IHASCO training and Health and safety as part of the induction.
* To participate in their review process with their line manager every 6 months and to take up opportunities identified as part of their learning and development.

**Representation**

Represent Lighthouse at performances, meetings and events, as and when required.

**Diversity**

To be aware of and embrace the EDIB culture at Lighthouse at all times.

**Values**

Work to and promote the Lighthouse values of being Aspirational, Welcoming & Excellence.

**Any other duties as may be reasonably required.**

**Personal specification**

**Essential**

* Good general level of formal education (including English)
* Management of records and filing systems
* Sound IT proficiency
* Organising own work and managing deadlines.

**Desirable**

* Experience of managing a busy reception
* IT qualification (E.g. ECDL, Microsoft Office certification or similar)
* Knowledge and passion for the arts.

**Competencies and skills**

* Good communication and interpersonal skills with a can-do attitude.
* Ability to work unsupervised and take responsibility where appropriate.
* Computer literate- good knowledge of Microsoft Word, Excel, email and internet.
* Excellent organisational skills
* Ability to work under pressure.
* Ability to foster and maintain successful working relationships with colleagues and contacts.

**Personal characteristics**

* Must enjoy working with people and be customer focused.
* Smart, tidy appearance at all times.
* Adaptable to change.
* Dynamic, energetic and enthusiastic.
* Flexible and reliable.